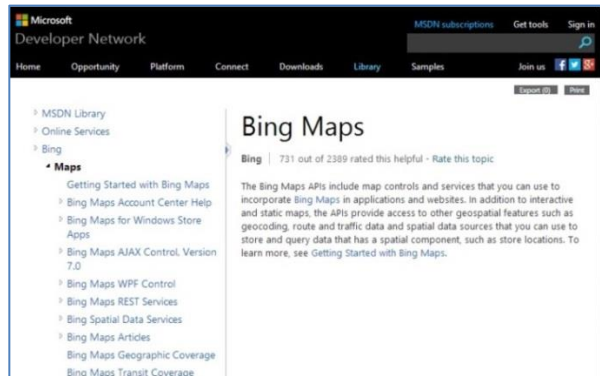


Troubleshooting – Firewall Issues

For the MAPCITE Excel Add-in to operate successfully it is essential to make sure your machine can access the following two domains, and that your browser settings allow the running of JavaScript from these locations. In corporate environments, it is possible that a firewall may limit access to external URLs. You may need to request access to them. Please paste the links below into your browser and ensure you can access them with no errors.

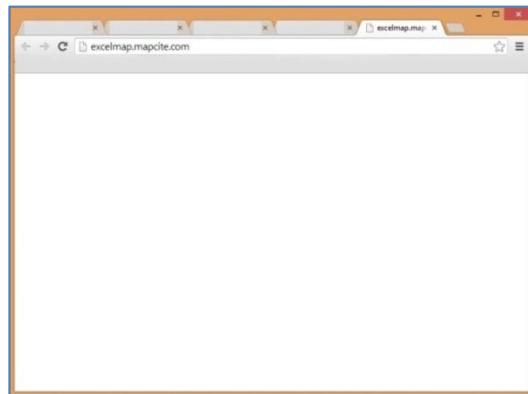
<http://ecn.dev.virtualearth.net>

You should get a page like this, with no errors. If you cannot access this page without errors, you may not be able to access maps.



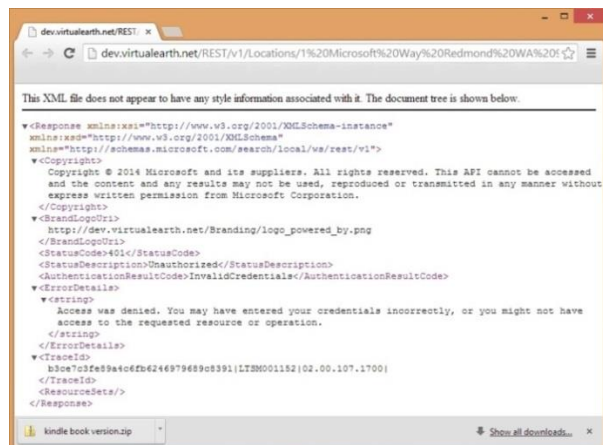
<http://excelmap.mapcite.com>

You should get a blank page like this with no errors. If you cannot access this page without errors, you will not be able to activate the application.



<http://dev.virtualearth.net/REST/v1/Locations/1%20Microsoft%20Way%20Redmond%20WA%2098052?o=xml&key=BingMapsKey>

You should get a page of results like this. If you cannot access this page, you will not be able to geocode.



If you get errors with any of the URLs, please contact your IT department and ask for them to allow access to the URLs. If you cannot connect to the VirtualEarth URL, you will not be able to receive the maps.